

Springdale Fire Department

Policy & Procedures Manual

Volume 5 – General

Section 501 – Miscellaneous

501.3 – Maintenance Requests

Whenever personnel identify the need to request maintenance for apparatus, vehicles, equipment (EMS or Fire), or buildings and/or grounds and/or to request replacement equipment the following procedure shall be utilized.

- **Small Equipment not inventoried in Firehouse Software**

For small equipment that does not have an inventory record in Firehouse Software, a “Red Tag” shall be securely attached to the item. The following information must be written on this red tag:

Name of person making request

Date

Unit the equipment was removed from

An understandable description of the problem with the equipment

All fire related equipment should be tagged as stated above and then delivered to the Maintenance Building. Personnel should contact the maintenance technician to request a possible replacement of the equipment. If the maintenance technician is unavailable and immediate replacement of the equipment is necessary, personnel may obtain replacement equipment from reserve stock. In this event, personnel removing reserve equipment must leave a message for the maintenance technician advising of where the replacement equipment was taken from (Reserve Engine, off the shelf, etc.).

All EMS related equipment should be tagged as stated above and delivered to the Station 1 Captain’s Office. Personnel should contact the Station 1 Captain for possible replacement equipment. If the Station 1 Captain is unavailable and immediate replacement of the equipment is necessary, personnel may obtain replacement equipment from reserve stock. In this event, personnel removing reserve equipment must leave a message for the Station 1 Captain advising of where the replacement equipment was taken from (EMS Supply Room, Reserve Squad, etc.).

Company Officers are to ensure that a supply of “Red Tags” and attachment devices are available at each Station. Blank “Red Tags” can be obtained from Maintenance.

- **Apparatus and Vehicles**

Personnel who identify maintenance issues related to apparatus and vehicles should attempt to identify the cause of the problem and, if practical, to make the necessary repair. If personnel are successful in completing the repair they should complete a Firehouse entry in for maintenance performed.

If the maintenance issue/problem is such that personnel are unable to make the repair a Maintenance Request shall be completed in Firehouse. A separate maintenance request must be completed for each issue/problem.

Whenever personnel identify a maintenance problem as a High Priority or Safety Issue, it shall be addressed as quickly as possible. The On Duty Shift Commander shall be notified immediately of any problem that requires the placing of a front-line piece of apparatus out-of-service. Problems of a Safety Issue nature will receive the highest priority. These types of problems or others that require a front line apparatus to be out of service will receive repairs as quickly as possible.

- **SCBAs**

Personnel who identify maintenance issues related to SCBAs should contact their Platoon's SCBA Technician and advise them of the issue/problem.

SCBA Technicians are:	A Platoon	David Kissinger, Hayden Dennis
	B Platoon	Grover Mills, Jerry Reid
	C Platoon	Steve Lewis, Nate Pianalto

In some situations the technician may be able to rectify the problem immediately. If personnel are able to identify the cause of the problem and to make the necessary repair they should complete a Firehouse entry for maintenance performed.

If the maintenance issue/problem is such that personnel are unable to make the repair a Maintenance Request shall be completed in Firehouse. The job code entered should be the one most appropriate (these are normally found under the SCBA code list).

In addition to completing the Firehouse maintenance request entry, a "Red Tag" shall be securely attached to the equipment. The following information must be written on this red tag:

- Name of person making request
- Date
- Unit the equipment was removed from
- An understandable description of the problem with the equipment

Note: The SCBA Reducer, Regulator, Air Cylinder, and Voice Amp each have their own ID number and are inventoried separately in Firehouse Software.

After completing the above steps, personnel must deliver the SCBA or SCBA component to the Station 1 (mezzanine) SCBA work station. A cache of spare SCBA is located at the work station area for replacement equipment. If the appropriate platoon SCBA technician was not contacted for any reason, a message must be delivered to the technician advising that the equipment was tagged and left at the work station, and advising if a replacement piece of equipment was taken.

- **Radios**

All portable radios and most mobile radios are inventoried in Firehouse Software. Personnel who identify maintenance issues related to radios should attempt to identify the cause of the problem and, if practical, to make the necessary repair. If personnel are successful in completing the repair they should complete a Firehouse entry for maintenance performed.

If the problem is such that personnel are unable to make the repair a Maintenance Request shall be completed in Firehouse.

Personnel must also securely attach a “Red Tag” to portable radios, in addition to completing the Firehouse maintenance request. The following information must be written on this red tag:

Name of person making request

Date

Unit the equipment was removed from

An understandable description of the problem with the radio

The portable radio must be delivered to the Division Chief of Operations.

- **Buildings and/or Grounds**

Personnel who identify a maintenance issue/problem related to SFD buildings/grounds should, if possible, make the necessary repair. If personnel are successful in completing the repair they should inform the On Duty Station Officer.

If the maintenance issue/problem is such that it can not be resolved by personnel, or if supplies are needed for the repair, the Station Officer must be advised. If the Station Officer is unable to correct the problem, the Station Officer must advise the Shift Commander via e-mail. A carbon copy of this email must be sent to the Division Chief of Operations. If the issue/problem needs immediate attention, the Station Officer shall also call the Shift Commander. The Shift Commander will coordinate with the Division Chief of Operations as needed to ensure the issue/problem is corrected.